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ASA-689

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

T. ONO et al

Serial No. 08/979,810

Group Art Unit: 3625

Filed: November 25, 1997

Examiner: F. Thompson, Jr.

For: ELECTRONIC COMMERCE SUPPORT
METHOD AND APPARATUS

TRANSMITTAL OF APPEAL BRIEF

Commissioner for Patents
Washington, D.C. 20231

Sir:

Applicants submit herewith an Appeal Brief and Claims on Appeal, in triplicate, along with a Petition for Extension of Time, and check in the amount of \$430.00 in payment of the appropriate fee for the Appeal Brief and Extension of Time.

The Commissioner is hereby authorized to charge any additional payment due, or to credit any overpayment, to Deposit Account No. 50-1417.

Respectfully submitted,

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#37 Brief
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

T. ONO et al

Serial No. 08/979,810

Group Art Unit: 2165

Filed: November 25, 1997

Examiner: F. Thompson, Jr.

For: ELECTRONIC COMMERCE SUPPORT
METHOD AND APPARATUS

APPEAL BRIEF

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

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This appeal is taken from the final rejection of claims 1-14 and 29-44 as set forth in the final Office Action of November 1, 2002. In accordance with 37 CFR § 1.192, Appellants address the following items.

REAL PARTY IN INTEREST

The real party in interest is Hitachi, Ltd. of Tokyo, Japan.

RELATED APPEALS AND INTERFERENCES

There are no related appeals or interferences.

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STATUS OF CLAIMS

Claims 1-14 and 29-44 have been finally rejected and are on appeal. No claims have been allowed or indicated as allowable.

STATUS OF AMENDMENTS

The claims have not been amended subsequent to the mailing of the Final Office Action. Specifically, Appellants filed one Response to the Final Office Action on March 3, 2003 that did not make any amendments to the claims. The Appendix of Claims contains a copy of claims 1-14 and 29-44 that are on appeal.

SUMMARY OF THE INVENTION

The present invention is directed to an electronic commerce support method and system, as described on page 4, lines 1-9, for example, which is capable of managing and utilizing trading information in electronic commerce, and acquiring a present status of processing for trading corresponding to the managed information. This enables a buyer to readily know the correspondence between orders and delivered products, for example, including information about unpaid orders, the total amount for the unpaid orders and similar trading processing information.

The electronic commerce system has a client 210 and server 220 connected through a communication network 230 as shown in Fig. 1. The communication network 230 is, for example, the Internet and computer devices and networks connected to the Internet. As shown in Fig. 4, the client can also be connected through communication network 230 to a delivering managing server 410 and a payment managing server 420.

Fig. 5 shows a screen for creating order information through the client 210. Shopping server 220 executes order acceptance processing by creating trading information indicating the contents of the trading based on the order information. The client receives the trading information 800 indicating the contents of a contract associated with the order information input to the server 220 and stores it in the storage device 214 of the client 210. The server 220 executes electronic trading based on the trading information, including executing the order processing, delivery processing and payment processing by determining a payment date from a purchase day. Payment processing and delivery processing options are selected through the input screen shown in Fig. 6.

Fig. 8 shows an example of the trading information 800, which includes the ID 801 for identifying trading.

Order processing status is created in accordance with the flow chart of Fig. 11 and the server 220 transmits the order processing status 1200 to the client 210. The client 210 receives the present status of processing for the trading including a trading identifier and determines if the trading identifier that is received matches any trading identifier stored in the storage device 214 of the client 210. See page 12, lines 10-14 of the specification. As shown in Fig. 2, in steps 114-116, if the received present status of processing does not match any of the trading identifiers stored in the storage device 214 of the client 210, or if an error is found between the trading information before being updated and after being updated, a warning is output. Otherwise, the client 210 updates the present status of processing in accordance with the trading information having the trading identifier.

ISSUES ON APPEAL

There is one issue on appeal: the propriety of the rejection of claims 1-14, 29, 38-42 and 44 as being unpatentable under 35 U.S.C. § 103(a) over Talati et al, U.S. Patent 5,903,878, in view of Wiecha, U.S. Patent 5,870,717.

GROUPING OF CLAIMS

For purposes of this Appeal, all of the pending claims stand or fall together.

ARGUMENT

References Relied Upon by the Examiner

Talati et al, U.S. Patent No. 5,903,878;
Wiecha, U.S. Patent No. 5,870,717.

Rejection Under 35 U.S.C. § 103(a)

The rejection is set forth in the final Office Action.

Response to Arguments

The Examiner relies upon Talati for disclosing the receiving of a present status of processing for delivery of a product corresponding to an order, however, Talati merely

discloses the delivery of e-mail in an e-mail delivery system 305 shown in Fig. 11. Specifically, the Examiner relies upon col. 8, lines 62-67 of the reference for disclosing an e-mail record 330 and unique transaction identifier (UTID) 331.

However, this disclosure does not suggest to one having ordinary skill in the art of providing a client with present status of processing of trading as in the present invention.

The teachings of Talati are different from that of the present invention. Talati discloses that communications between originator 50 and TA 60 or between recipient 55 and TA 60 can be established with any type of traceable delivery system. Here, the delivery is that of communications, not products. See, col. 8, lines 17-21 of the reference. In this regard, Talati suggests an e-mail system that provides a traceable delivery system for exchanging information and sharing information between multiple entities. The system of Talati is designed to guaranty the validity of the electronic commerce transaction by validating that the client owns a presented credit card number and has initiated the transaction (col. 8, lines 29-35). Thus, according to Talati, electronic commerce transactions are validated with respect to whether

the client who initiates the electronic commerce is the authorized user of an account number or electronic check.

The Examiner's response to arguments noted on page 43, last paragraph of the final Office Action, states that Talati discloses the receiving and managing of present status of processing for processing initiated for an order including the present status. However, Talati is directed to communications concerning transactions that are handled by an e-mail delivery system. The "delivery" that is described by Talati is not the delivery of a product corresponding to an order, as in the present invention, but rather the delivery of e-mail as part of the communication between the originator 50 and TA 60.

Specifically, a transaction administrator 60 may query the client via an e-mail message to confirm whether the client has initiated the transaction. If a UTID matches an entry within the client list 100 maintained by the client 50, the client can generate an e-mail message indicating that the requested transaction originated with the client thereby validating the transaction request. See, col. 11, lines 2-16 of Talati. Accordingly, the reference does not disclose the communication of trading processing information such as the present status of processing for delivery of a product

corresponding to an order, as set forth in the independent claims. Rather than referring to a specific disclosure in Talati of this aspect of the claimed combination, the Examiner refers to the "functionality" of Talati (or that of the prior art described in Talati) in connection with the general concepts of on-line transaction processing to conclude that the claimed invention is obvious. However, obviousness under 35 U.S.C. § 103 requires a determination of the differences between that which is claimed and the prior art and a determination of whether the differences would be obvious to one having ordinary skill in the art.

As compared with the present invention, Talati discloses submitting an order by a user and receiving confirmation that the order has been received and allowing for changing of the order by the user. Accordingly, the information that is provided to the user in the present invention is more than that provided to a user of the system disclosed by Talati. For example, the present invention provides information relating to the status of processing for delivery of a product corresponding to an order. The rejection does not set forth the prior art being relied upon for suggesting that it would be obvious to receive trading processing information that

includes present status of processing for delivery of a product as claimed by Applicants.

It is recognized that Talati does not specifically disclose adding trading processing information to the trading information stored in the storage device if they are not coincident (page 16, lines 13-14 of the final Office Action), as set forth in independent claim 1 and dependent claims 38 and 44. In this regard, the Examiner relies upon Wiecha for disclosing that a purchaser can update the status of a PO manually after receiving acknowledgements, status, updates, etc. from vendors via fax, phone or mail, citing column 9, lines 1-11 of the reference. However, Wiecha does not disclose the status of the delivery of the product as in the present invention, which is received from the communication network through which the order for the product is transmitted.

The Examiner states that Talati and Wiecha are combinable since one having ordinary skill in the art would know to add trading processing information to trading information stored in the storage device if they are coincident in order to provide additional functionality to the database. However, the teachings and disclosure provided by Wiecha are limited

with respect to suggesting the proposed modifications to Talati set forth by the Examiner to one having ordinary skill in the art. Despite these limited teachings of the reference, the Examiner states that the combination of Talati and Wiecha provides the functionality of receiving the status of the delivery of the product in the present invention.

Although the Examiner recognizes the need to provide a proper motivation for suggesting the modification to Talati required in the rejection, the motivation provided by the Examiner to arrive at the claimed invention from the references is based on the proposed modification attaining "the functionality that users desire in reviewing and managing their requested processing (i.e. purchases)." See, page 35, lines 3-4 of the final Office Action. This is not proper motivation to combine, however, because the teachings of the present invention concerning the way in which users are enabled to use the method and system of the present invention are relied upon as the justification for combining the references. That is, according to the object of the present invention, a buyer is able to know the correspondence between orders and delivered products, for example, including information about unpaid orders, the total amount for the

unpaid orders and similar trading processing information. In maintaining the rejection, the Examiner has turned this object of the invention into the motivation for combining the teachings of the references, which is impermissible. Simply stated, Wiecha does not overcome the deficiencies of the Talati reference. In particular, Wiecha is directed to an electronic commerce ordering system wherein trading processing information is added to trading information to make a contract for the trade, as described at col. 4, lines 1-30 of the reference, for example.

Appellants particularly note that claim 1 recites, in combination, a step of transmitting an order for a product to a server and a step of receiving trading information including an e-mail address from the network. The claim includes a step of receiving trading processing information from the network including an e-mail address. Also, the trading processing information includes the present status of processing for delivery of the product or order. As an additional step, the trading identifier is compared with the e-mail address included in the trading information and a warning is output if they are not coincident. If they are coincident, then the trading processing information is added to the trading

information stored in a storage device. This aspect of the claimed combination of claim 1 is not suggested by the Talati reference in view of Wiecha.

Each of the pending claims is directed to transmitting trading processing information to the client which includes the present status of processing for processing initiated for an order. This aspect of the claimed combination is also not set forth in the Talati and Wiecha references.

The Examiner has set forth a Response to Arguments section on pages 41-54 of the final Office Action, which Appellants respond to as follows.

The Examiner relies upon Talati et al for disclosing the receiving of processing information including the present status of processing for processing initiated for an order, a present status of processing for delivery of a product corresponding to the order and a present status of processing for payment processing for the trading. However, Talati et al merely disclose transaction processing and authentication that is decided at the time of ordering of a product. The present invention is directed to receiving processing information relating to, for example, the delivery of the product made after the ordering.

In particular, Talati et al disclose that the originator 50 sends an acknowledgement that is positive if the transaction is valid. Then the TA 60, upon receipt of a positive validation of the transaction with the associated UTID, notifies the recipient of a positive status at 450 (referring to Fig. 16 and col. 11, line 66 - col. 12, line 19 of the specification). If the recipient receives the positive acknowledgement for the transaction, it accepts the information and the transaction is validated. Thus, the information regarding authentication relates to the processing of the order and not to the communication of trading processing information such as the present status of processing for delivery of a product, for example. Therefore, the reference merely discloses communication for the purpose of completion of the transaction at the time of requesting transaction processing.

As noted by the Examiner, Appellants take the position that claim 1, for example, is not suggested by the Talati et al reference in view of Wiecha. In response, the Examiner notes that Wiecha discloses that a purchaser can update the status of a PO manually after receiving acknowledgements, status updates, etc. from vendors via fax, phone or mail.

However, according to the invention as claimed, the status of the delivery of the product in the present invention is received from the communication network through which the order for the product is transmitted, which is different from Wiecha.

In particular, as set forth in claim 30, for example, the electronic commerce support method includes creating trading processing information including a present status of processing for processing initiated for an order, a present status of processing for delivery of the product corresponding to the order and a present status of processing for payment processing for the trading, and the trading identifier. Further, claim 30 sets forth managing the present status of processing for the processing initiated for an order and the present status of the processing for delivery of the product corresponding to the order, as well as the present status of processing for a payment until the order processing, the delivery and the payment processing are completed. Therefore, the emphasis of the invention as claimed is directed toward managing the present status of processing after purchasing of the product.

Although the Examiner notes that Talati discloses a present status of processing for processing initiated for an order, referring to col. 11, lines 38-67 and col. 12, lines 1-19 of the reference, the processing referred to is not initiated for information items such as DELIVERED/NOT DELIVERED 1201 or DELIVERY SCHEDULE/DELIVERED DATE 1202 shown in Fig. 12 of the present application. Comparably, Talati merely discloses an e-mail system for exchange of information between an originator 50 and a recipient 55. In the exchange, the transaction administrator, upon receipt of a positive or negative validation of the transaction with an associated UTID, notifies the recipient of a positive status at 450 (col. 12, lines 5-8 of the reference). The positive status means that the originator is positively authenticated, namely an indication of the result of authentication processing. In addition, Talati teaches that if a recipient receives a positive acknowledgement for a transaction in step 455, it accepts the information (see col. 12, lines 10-12 of the reference). In this way, the recipient 55 is guaranteed that the information is received from the desired originator and since the originator 50 has validated the transaction, the originator is guaranteed that the recipient 55 has received

the information. Thus, the present status of processing claimed by Appellants is different from that disclosed by Talati et al.

Further, with respect to the present status of processing for delivery of a product corresponding to an order, Talati fails to disclose this part of the claimed combination. The present status of processing for delivery according to the invention is directed to information indicating whether and also when the ordered product was delivered, as shown in Fig. 14, for example (see delivered status information 1401, 1402 in Fig. 14). On the other hand, Talati merely describes the transmitting of a positive or negative response in the authentication processing of the originator identifier (IOD). Specifically, an e-mail message is forwarded from recipient 55 to the transaction administrator 60 that includes the OID, UTID and document name. The TA 60 authenticates the OID of the originator so a message can be transmitted to the originator. If the OID does not authorize, the TA 60 sends a negative response to the recipient 55. Otherwise, the TA 60 requests the originator 50 to validate a transaction via another e-mail message that includes the UTID. See col. 11, lines 56-65 of the reference. Accordingly, Talati teaches

that if the recipient receives a positive acknowledgement for the transaction, it accepts the information and the information that is transmitted is consistent with that of a document, software, classified data, etc. See col. 11, lines 40-42 of the reference.

Although the Examiner states that Talati discloses the present status of processing for payment processing, the reference merely discloses authentication of the purchase order by the Credit Authority processor (see col. 6, lines 2-3 of the reference). However, the reference does not disclose processing of the payment. Accordingly, the reference also fails to teach creating or managing present status of processing for payment processing for the trading, according to the present invention. This aspect of the claimed combination is set forth in Fig. 15, for example, with respect to the status of whether the payment has been settled, see items 1501, 1502. By comparison, although Talati discloses a banking system 60 that notifies the client 50 and the payer 55 if an electronic payment transaction is rejected, see col. 7, lines 60-63 of the reference, the rejection of the electronic payment is not equivalent to the present status of processing for payment processing for the trading as claimed by


Appellants. That is, the rejection of the electronic payment transaction according to Talati is not disclosed as being subject to change like the status of payment processing in the present invention. For example, the status will change between "settled" and "not settled", as shown in Fig. 15.

Further, although Wiecha discloses that a purchaser can update the status of a PO manually after receiving acknowledgements, status updates, etc. from vendors via fax, phone or mail, the references when taken together do not suggest the status of the delivery of the product and payment of the product through a communication network as claimed by Appellants. Further, neither of the references discloses or suggests that part of the combination which sets forth the comparing of a trading identifier and e-mail address included in the trading information with the trading identifier included in the trading processing information to output a warning if they are not coincident, and further to add the trading processing information to the trading information stored in the client's storage device if they are coincident.

CONCLUSION

The decision of the examiner rejecting claims 1-14 and 29-44 under 35 U.S.C. § 103(a) should be reversed.

Respectfully submitted,


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Serial No. 09/979,810
Appendix to Brief

ASA-689

CLAIMS ON APPEAL

1. An electronic commerce support method for managing trading in a client connected to a server for providing electronic commerce services to receive the electronic commerce services, comprising the steps of:

transmitting an order for a product on the electronic commerce in response to an input by a user to said server through a communication network;

receiving trading information including an e-mail address, a trading identifier associated with said order and data on the contents of said order from said communication network, and storing, when said e-mail address coincides with an address of said server to which said order was transmitted, said trading information in a storage device;

receiving from said communication network trading processing information including an e-mail address, a present status of processing for processing initiated for said order, a present status of processing for delivery of said product corresponding to said order, a present status of processing for payment processing for said trading, and the trading identifier; and

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comparing said trading identifier and said e-mail address included in said trading information with said trading identifier included in said trading processing information, and outputting a warning if they are not coincident, and adding said trading processing information to said trading information stored in said storage device if they are coincident.

2. A method according to claim 1, further comprising the step of:

comparing said data on the contents of said order included in said trading information with said present status of processing for the processing initiated for said order, said present status of processing for delivery of said product corresponding to said order and said present status of processing for the payment processing for said trading included in said trading processing information, and outputting a warning message, if erroneous conditions are included in any of said present status as a result of said comparing, including information of erroneous status.

3. A method according to claim 2, further comprising the step of:

sending to said server a transmission request for trading processing information including the trading

identifier included in said trading information received from said server in order to receive said trading processing information from said server.

4. A method according to claim 3, wherein said step of sending a request includes transmitting a time at which said trading processing information is to be received, together with said transmission request for said trading processing information.

5. A method according to claim 2, wherein:
said present status of processing for the processing for said order included in said trading processing information includes a delivery completed date or a scheduled delivery date for the product associated with said order, said present status of processing for said delivery includes a delivery completed date or a scheduled delivery date for said product, and said present status of processing for said payment processing includes a payment completed date or scheduled payment date.

6. A method according to claim 2, further comprising the step of:

displaying trading for which delivery has been completed separately from trading for which delivery has

not been completed, from said present status of processing for delivery included in said trading information, and displaying trading which have been settled separately from trading which have not been settled, from said present status of processing for payment processing for said trading.

7. A method according to claim 6, further comprising the step of:

calculating a total amount of money for products included in said trading which have not been settled, and displaying the calculated total amount of money.

8. A method according to claim 7, further comprising the step of:

comparing said total amount of money with a predetermined limit amount, and outputting a warning if said total amount of money for the products included in said trading which have not been settled exceeds said limit amount.

9. A method according to claim 1, further comprising the step of:

inputting information on a product to be returned in said displayed trading information to which

said trading processing information has been added, and transmitting said information to said server.

10. A method according to claim 1, further comprising the step of:

displaying said trading information to select a portion of information from said trading information, creating new order information by modifying said selected information, and transmitting said new order information to said server.

11. A method according to claim 1, wherein said server includes a shopping server dedicated to sales of products in the electronic commerce, a payment managing server dedicated to payment processing for said sales of products in response to an instruction from said shopping server, and a delivery managing server dedicated to delivery processing in said sales of products in response to an instruction from said shopping server, and said trading information includes destination addresses of said shopping server, said payment managing server, and said delivery managing server, said method further comprising the steps of:

receiving said present status of processing for the processing for said order from said shopping

server;

receiving said present status of processing
for said payment processing for trading from said
payment managing server; and

receiving said present status of processing
for said delivery from said delivery managing server.

12. A method according to claim 11, further
comprising the step of:

sending to said shopping server a transmission
request for order processing information including a
trading identifier included in said trading information
received from said shopping server in order to receive
said present status of processing for the processing for
said order from said shopping server.

13. A method according to claim 11, further
comprising the step of:

sending to said payment managing server a
transmission request for payment managing processing
information including the trading identifier included in
said trading information received from said shopping
server in order to receive said present status of
processing for said payment processing for trading from
said payment managing server.

14. A method according to claim 11, further comprising the step of:

sending to said delivery managing server a transmission request for delivery managing processing information including the trading identifier included in said trading information received from said shopping server in order to receive said present status of processing for said delivery from said delivery managing server.

29. A method according to claim 1, further comprising a step of repeating said step of receiving trading processing information and said step of comparing until an end of said trading.

30. An electronic commerce support method for managing trading in a server for providing a plurality of clients with electronic commerce services, comprising the steps of:

receiving an order for a product in the electronic commerce in response to an input by a user from a client through a communication network, and performing order acceptance processing for said product in accordance with a predetermined electronic commerce processing;

transmitting to said client trading information including a trading identifier associated with said order and data on the contents of said order;

storing said trading information and an e-mail address of said client ordering said trading in a storage;

creating trading processing information including a present status of processing for processing initiated for said order, a present status of processing for delivery of said product corresponding to said order, a present status of processing for payment processing for said trading, and the trading identifier;

obtaining an e-mail address of a client as a destination of said trading information stored in said storage;

transmitting said trading processing information to said client; and

managing the present status of processing for the processing initiated for said order, the present status of the processing for delivery of said product corresponding to said order, and the present status of processing for the payment processing for said trading until the order processing, the delivery, and the payment processing are completed.

31. A method according to claim 30, further comprising a step of repeating said step of creating said trading

processing information, said step of obtaining said e-mail address and said step of transmitting said trading processing information until an end of said trading.

32. A method according to claim 31, further comprising the step of:

searching for the present status for the processing for said order, the present status of the processing for delivery of said product corresponding to said order, and the present status of processing for the payment processing for said trading, based on a trading identifier involved in a request from a client, to create trading processing information, and transmitting said trading processing information to said client.

33. A server for providing electronic commerce services to a plurality of clients, comprising:

an order acceptance processing device for receiving an order for a product on the electronic commerce from a client in response to an input by a user through a communication network, and performing order acceptance processing for said product in accordance with a predetermined electronic commerce processing;

a trading information transmitting device for transmitting to said client trading information including a

trading identifier associated with said order and data on the contents of said order;

a trading status transmitting device for creating trading processing information including a present status of processing for processing initiated for said order, a present status of processing for delivery of said product corresponding to said order, a present status of processing for payment processing for said trading, and the trading identifier, and transmitting said trading processing information to said client; and

an order processing managing device for managing the present status of processing for the processing initiated for said order, the present status of the processing for delivery of said product corresponding to said order, and the present status of processing for the payment processing for said trading until the order processing, the delivery, and the payment processing are completed.

34. A server according to claim 33, further comprising:

a processing status transmitting device for searching for the present status for the processing for said order, the present status of the processing for delivery of said product corresponding to said order, and the present status of processing for the payment processing for said trading, based

on a trading identifier contained in a request from a client, to create trading processing information, and transmitting said trading processing information to said client.

35. A storage medium having an electronic commerce support program provided in a server for providing electronic commerce services to a plurality of clients, said program being readable by a CPU in said server for managing trading, said storage medium comprising:

a storage component having a code sequence for realizing the step of receiving an order for a product on the electronic commerce from a client in response to an input by a user through a communication network, and performing order acceptance processing for said product in accordance with a predetermined electronic commerce processing;

a storage component having a code sequence for realizing the step of transmitting to said client trading information including a trading identifier associated with said order and data on the contents of said order;

a storage component having a code sequence for realizing the step of creating trading processing information including a present status of processing for processing initiated for said order, a present status of processing for delivery of said product corresponding to said order, a present status of

processing for payment processing for said trading, and the trading identifier, and transmitting said trading processing information to said client; and

a storage component having a code sequence for realizing the step of managing the present status of processing for the processing initiated for said order, the present status of the processing for delivery of said product corresponding to said order, and the present status of processing for the payment processing for said trading until the order processing, the delivery, and the payment processing are completed.

36. A storage medium having an electronic commerce support program provided in a shopping server for providing electronic commerce services to a plurality of clients, said program being readable by a CPU in said shopping server for managing trading, said storage medium comprising:

a storage component having a code sequence for realizing the step of receiving an order for a product on the electronic commerce from a client in response to an input by a user through a communication network, and performing order acceptance processing for said product in accordance with a predetermined electronic commerce processing;

a storage component having a code sequence for realizing the step of transmitting to said client trading information

including a trading identifier associated with said order and data on the contents of said order;

a storage component having a code sequence for realizing the step of transmitting to said client a present status of processing for processing initiated for said order;

a storage component having a code sequence for realizing the step of transmitting a request for delivery of said product corresponding to said order to a delivery managing server connected to said shopping server; and

a storage component having a code sequence for realizing the step of transmitting a request for payment processing for said trading to a payment managing server.

37. A client connected to a server for providing electronic commerce services to receive the electronic commerce services, comprising:

an order transmitting device for transmitting an order for a product on the electronic commerce in response to an input by a user to said server through a communication network, receiving from said server trading information including a trading identifier associated with said order and data on the contents of said order from said server, and storing said trading information in a storage device;

a trading information acquiring device for receiving from said server trading processing information including a present status of processing for processing initiated for said order, a present status of processing for delivery of said product corresponding to said order, a present status of processing for payment processing for said trading, and the trading identifier; and

an updating device for comparing said trading identifier included said trading information with said trading identifier included in said trading processing information, and outputting a warning if they are not coincident, and adding said trading processing information to said trading information stored in said storage device if they are coincident.

38. A client according to claim 37, further comprising:

a coincident check device for comparing said data on the contents of said order with said present status of processing for the processing initiated for said order, said present status of processing for delivery of said product corresponding to said order, and said present status of processing for the payment processing for said trading included in said trading processing information, and outputting a warning if erroneous conditions are included.

39. A client according to claim 38, further comprising:
a transmitting device for sending to said server a transmission request for trading processing information including the trading identifier included in said trading information received from said server in order to receive said trading processing information from said server.

40. A client according to claim 39, wherein said transmitting device transmits a time at which said trading processing information is to be received, together with said transmission request for said trading processing information.

41. A client according to claim 37, wherein said server includes a shopping server dedicated to sales of products in the electronic commerce, a payment managing server dedicated to payment processing for said sales of products in response to an instruction from said shopping server, and a delivery managing server dedicated to delivery processing in said sales of products in response to an instruction from said shopping server, and said trading information includes destination addresses of said shopping server, said payment managing server, and said delivery managing server.

42. A client according to claim 37, further comprising:
a reordering device for displaying said trading information, selecting a portion of information from said

trading information, creating new order information by modifying said selected information, and transmitting said new order information to said server.

43. A storage medium having an electronic commerce support program provided in a client connected to a server for providing electronic commerce services to receive the electronic commerce services, said program being readable by a CPU in said client for managing the electronic commerce, said storage medium comprising:

a storage component having a code sequence for realizing the step of transmitting an order for a product on the electronic commerce in response to an input by a user to said server through a communication network, receiving from said server trading information including a trading identifier associated with said order and data on the contents of said order from said server, and storing said trading information in a storage device;

a storage component having a code sequence for realizing the step of receiving from said server trading processing information including a present status of processing for processing initiated for said order, a present status of processing for delivery of said product corresponding to said

order, a present status of processing for payment processing for said trading, and the trading identifier; and

a storage component having a code sequence for realizing the step of comparing said trading identifier included said trading information with said trading identifier included in said trading processing information, and outputting a warning if they are not coincident, and adding said trading processing information to said trading information stored in said storage device if they are coincident.

44. A storage medium according to claim 43, further comprising:

a storage component having a code sequence for realizing the step of comparing said data on the contents of said order with said present status of processing for the processing initiated for said order, said present status of processing for delivery of said product corresponding to said order, and said present status of processing for the payment processing for said trading included in said trading processing information, and outputting a warning message, if erroneous conditions are included in any of said present status as a result of said comparing, including information of erroneous status.